

LIVINGSTON EMPLOYER BREEZE

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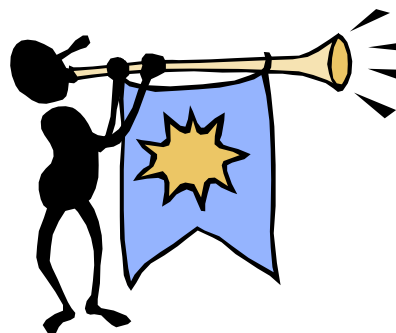
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LETTER FROM THE MANAGER

Dear Employer: Are you finding it tough to locate qualified, quality employees? We're having a Job Fest! And, you're invited to join us! The Livingston Job Service Workforce Center is pleased to announce the Tri-County Job Fest taking place on Saturday, May 13, 2006 from 10:00 am to 3:00 pm at the Livingston Civic Center. We are extending invitations to



employers in Park, Sweet Grass and Meagher counties to participate in this important community event.

As you know, in today's workforce, it is getting more and more difficult to attract and retain qualified quality employees. Your participation in this event will enable you to present information about job vacancies and future opportunities with your company to area job seekers, explain your business operations, conduct job interviews & generally meet face-to-face with interested people who are looking for work in your field.

We will provide all of the necessary facilities and VIP treatment to you FREE OF CHARGE. There will be a reserved interview area, food & refreshments, coffee breaks, parking facilities, a question & answer employer panel and more.

We would be very pleased to have you as our guest. If you are interested in participating, call us today at (406) 222-0520 or email us at LivingstonJSC@mt.gov to reserve your place. We will contact you with additional details of the event as they become available.

FRONT LINE CERTIFICATION PROGRAM...

By Joy Pattengale

The wheels on the bus go round and round... and the essential cogs of those wheels are your Front Line staff—your receptionists and secretaries. Who is the ideal person for this exciting program? We are recruiting the first person your customers see when walking through the door or who they first hear on the phone and decide from a snappy or pleasant voice to choose to go with your company or not. We want to help you raise the bar.

Our new program is here to help train and better equip your front line staff with necessary skills, such as

remembering names, handling conflict in the workplace, keeping your desk free of those stacks of papers, time management and organization. Oh, and don't forget personal safety and prevention, all to give you that competitive edge above others. If you are interested in joining those who want to pursue the "no wrong door" approach in making their customers happy call Joy Pattengale at the Livingston Job Service (406) 222-0520.

THE EMPLOYMENT RELATIONSHIP

By Jerri Miller

One of the questions I frequently get asked is "When does an employee become an employee"? Sound convoluted? Well, it certainly can be, and is also the kind of issue that can creep up and bite you weeks, even months down the road. Have you heard the expression "NO GOOD DEED GOES UNPUNISHED"? That's exactly what happens to many employers when they fail to understand the employment relationship.

Here's the gist of the question as it was asked of me this past week. "Can one of my employees 'volunteer' to do extra work for me on his/her scheduled days off?" As you might guess, there are some real shades of gray and charcoal in this question, and I needed more information before I could answer it logically. Here is what is actually going on.

A local agency has two separate but equal units that are each operated by separate Boards of Directors. We shall call them Unit A and Unit B for editorial purposes.

The two businesses are housed in the same building, which is owned by Unit A. Unit A employs a person who performs maintenance for the unit and the building that houses both units. Unit B has some painting they wanted to have done and asked the employee of Unit A if he/she would like to perform the task for a cash-contracted sum of money. Can Unit B legally do this?

There are several different state and federal laws that would be involved in this kind of situation. The important

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ones are Montana Wage and Hour Law, the Montana Independent Contractor Law and Montana's Worker Compensation Laws. A & B might be operated by different Boards, but because of the proximity of the two businesses and because it is really difficult to separate them since they actually do serve each other, they would probably have a hard time proving they were not mutually involved in this project, especially if Unit B wanted to write the check to Unit A. Once an employment relationship between a business/employer and an individual is established, whatever work that individual performs for you or on your behalf is work time. Taxes must be taken and paid and workers' compensation & unemployment coverage must be provided. The employment relationship is established when the employer makes an offer of work at a specific rate of pay for specific hours.

What would happen if the employee were to be injured while performing these tasks? What if the amount of time spent on these tasks put the employee beyond 40 hours in the work week?

The REALLY important thing here for the employer to consider is this—it always sounds good up front. But I can guarantee you that if this individual gets hurt while performing your tasks or they end up working over 40 hours in a workweek and anything else happens to interrupt or wreck your relationship, you can bet that a workers' comp claim or overtime wage claim will be filed against you, and you will almost certainly be found at fault. The penalties and interest will kill you!. A wage claim alone can cost you up to 110% to the employee plus another 110 % in penalties. Is it worth it? My best advice to you is HIRE THE PERSON. Put them on the payroll, pay the taxes, get the work done and go on with life. The easiest way to handle this would be for Unit B to pay Unit A what the work time would cost plus the overtime, taxes and benefits and let Unit A take care of the paperwork. In the long run, you both will be winners!

POST TRAUMATIC STRESS DISORDER (PTSD)

By Dr. Robert D. Kincaid, PhD
(Part 3)

Accommodations for People with PTSD-continued

- * Increase natural or full spectrum lighting
- * Divide large assignments into smaller goal oriented tasks or steps
- * Plan for uninterrupted work time
- * Time Management/Performing or Completing Tasks: People with PTSD may have difficulty completing tasks in a timely manner or meet deadlines.
- * Make daily TO-DO lists and check items off as they are completed
- * Divide large assignments into smaller tasks and steps
- * Schedule weekly meetings with supervisor, manager, or mentor to determine if goals are being met
- * Remind employee of important deadlines via memos or e-mail
- * Disorganization: People with PTSD may have difficulty getting or staying organized.
- * Use calendars to mark meetings and deadlines
- * Use electronic organizers

- * Hire a professional organizer or organizational coach
- * Assign a mentor to assist employee
- * Coping with Stress: People with PTSD may have difficulty handling stress.
- * Allow longer or more frequent work breaks
- * Provide backup coverage when a break is needed
- * Provide additional time to learn new responsibilities
- * Restructure job to include only essential functions
- * Allow for time off for counseling
- * Assign a supervisor, manager, or mentor to answer employee's questions
- * Working Effectively with a Supervisor: Managers could supervise people with PTSD using alternative supervisory techniques
- * Giving assignments, instructions, or training in writing or via e-mail
- * Provide detailed day-to-day guidance and feedback
- * Provide positive reinforcement
- * Provide clear expectations and the consequences of not meeting expectations
- * Develop strategies to deal with problems
- * Interacting with Co-workers: People with PTSD may have difficulty working with others.
- * Encourage the employee to walk away from frustrating situations and confrontations
- * Allow employee to work from home part-time
- * Provide partitions or closed doors to allow for privacy
- * Provide disability awareness training to coworkers and supervisors
- * Dealing with Emotions: People with PTSD could have difficulty exhibiting appropriate emotions or controlling anger
- * Refer to employee assistance programs (EAP)
- * Use stress management techniques to deal with frustration

How is PTSD treated?

If diagnosed, there are a number of effective approaches to PTSD treatment. Treatment can involve psychotherapy, medication or a combination of both.

Psychotherapy -- Psychotherapeutic methods, such as cognitive behavior therapy, are highly effective in treating PTSD.

Medication -- Prescription medication is also effective in treating PTSD.

Treatment options should be discussed with a healthcare professional:

A psychologist, social worker or other qualified healthcare professional who provides counseling related to trauma can identify whether a person has PTSD and can discuss options for an appropriate treatment regimen.

A psychiatrist or primary care provider, such as a family practitioner or obstetrician-gynecologist can diagnose PTSD and determine the best treatment approach.

RESOURCES

Job Accommodation Network: <http://www.jan.wvu.edu>.

Office of Disability Employment Policy:

infoODEP@dol.gov or www.dol.gov/odep/welcome.html

National Center for Post Traumatic Stress Disorder

ncptsd@ncptsd.org or <http://www.ncptsd.va.gov/>

2 National Center for Victims of Crime

EMPLOYABILITY SKILLS TRAINING

By Elizabeth Anderson

In the near future, we will begin offering Employability Skills Training classes to job seekers and (EMPLOYERS TAKE NOTE) those who are already employed but need additional Employability Skills training to make them successful in their job. Employability Skills training assists trainees in learning self-awareness, developing communication skills and assists with problem solving skills. We are still in the process of working out a schedule and deciding if it will be two half-days or one whole day, once a month or every other week. Stay tuned for more information.

In the manner of the last couple articles I have done, included is a word-search puzzle with some of the key words involved in the Employability Skills training.

C	H	A	L	L	E	N	G	E	S	X	C
A	C	E	S	N	O	I	N	I	P	O	H
C	A	G	L	J	T	F	Q	B	W	G	O
E	Y	I	L	L	V	N	A	D	U	O	I
G	T	H	I	N	K	O	S	C	S	A	C
I	X	K	K	N	X	I	L	F	T	L	E
K	V	M	S	P	Z	T	I	H	Q	S	S
M	T	O	G	R	B	A	S	J	O	T	A
N	R	Q	N	T	D	C	T	L	M	A	N
S	P	S	I	V	F	I	E	N	K	T	D
F	N	U	V	X	H	N	N	P	I	E	C
E	L	W	L	Z	J	U	C	I	G	M	O
I	J	Y	O	A	L	M	A	N	E	E	N
L	H	B	S	C	N	M	R	S	C	N	S
E	F	D	M	E	P	O	E	I	A	T	E
B	D	O	E	G	R	C	F	G	S	S	Q
L	B	N	L	I	R	O	U	H	T	Z	U
A	Y	T	B	U	T	M	L	T	C	B	E
N	W	A	O	K	U	K	L	R	I	D	N
O	U	S	R	M	V	I	Y	T	L	F	C
S	E	S	P	O	X	G	U	V	F	H	E
R	S	U	H	F	E	E	L	I	N	G	S
E	Q	M	F	Q	Z	E	W	X	O	J	P
P	O	E	D	S	A	C	Y	Z	C	L	N

Challenges	Personal Beliefs	Resources
Goal Statements	Communication	Listen Carefully
Don't assume	Conflicts	Insight
Opinions	Think	Facts
Choices and Consequences		Feelings
Problem Solving Skills		

As a final puzzle, here is a brainteaser that is included in the Employability Skills training. To find out the answer, send one of your employees, or better yet, attend the training yourself.

A man is running home when he meets another man wearing a mask, and never makes it home. Why not?

ASSISTANCE FOR BUSINESS CLINIC (ABC)

On Wednesday, April 19th, the Livingston Workforce Center will once again host the 2006 ABC Clinic. This will be the 15th year for the Clinic in Livingston.

Participating this year will be:

<i>Wage & Hour</i>	<i>Workers' Compensation</i>
<i>Unemployment Ins. Benefits</i>	<i>Human Rights</i>
<i>Unemployment Insurance Tax</i>	<i>Employer Tax Credits</i>
<i>Dept. of Revenue Withholding Tax</i>	

Two new agencies will join us this year:

U.S. Small Business Admin—SBA Programs
MT. Dept. of Administration—Online State Business

For the money, this is the best of all workshops for the business person—especially those who do your payroll, administer your required programs such as Unemployment and Workers' Comp. Cost of this workshop is \$35.00 which includes your lunch and all materials. We will have sets of **FREE POSTERS** available for you, so please don't pay anybody else for them. To register, please either complete the registration form located in this newsletter, or call us at 222-0520. Mail back to P.O. Box 1199, Livingston, MT 59047. Pre-registration by Monday, April 17, 2006 is required.

OTHER WORKSHOPS AND PROGRAMS

BROWN BAG LUNCH SERIES The Livingston Workforce Center has a series of 12 new dvd's called "12 Danger Zones for Supervisors". Topics include *Hiring, Documentation & Evaluations, Discipline, Firing, Sexual Harassment, Other Harassment, Discrimination, FMLA, Safety & Workers' Comp, Labor Law, Privacy and Workplace Violence.*

Each 22-25 minute video is hosted by John B. Phillips who is a labor attorney, along with two or three other attorneys or Human Resource professionals and comes with hand-outs and program evaluation forms.

If you are interested in viewing these videos, please call our office at 222-0520 to find out the schedule.

COMING TO WHITE SULPHUR SPRINGS On Monday, April 17, 2006, Jerri Miller, Business Advocate from the Livingston Job Service will present a program on BASIC EMPLOYMENT LAWS at 7:00 pm at the City offices. This presentation is open to the public.

The topics that will be addressed include Discrimination and Harassment, Wage and Hour and Hiring and Firing. Hand-outs will be available and Ms. Miller will answer specific questions immediately following the presentation.

IDENTITY THEFT June 20, 2006, Job Service and the Livingston Police Department will present a FREE workshop on Identity Theft. A morning, afternoon and evening session will be held in the Community Room of the City/County building. Anyone interested in attending should call Job Service at 222-0520 to register.

FREE POSTERS, FREE POSTERS, FREE POSTERS, FREE POSTERS, FREE POSTERS!!!!
Don't buy them! Call us at 222-0850. We have them and they are FREE!

WHAT DOES TOURISM DO FOR YOU?

By Jerri Miller

Here in Park and Sweet Grass Counties, we are members of Yellowstone Country—one of the 6 tourism “Countries” in Montana. Most of you business folks know that for every dollar spent on a motel or hotel room, a 7% tax is collected. 4% of that 7% tax goes to promote tourism in the state. The different Countries are the pass-through recipients of some of that tax to assist Chambers or VIC’s (Visitor Information Centers) or CVB’s (Convention Visitors Bureau) in providing assistance for programs and projects within that particular Country. The Countries use these funds for things such as our great new website at www.yellowstonecountry.net. We also publish a newsletter and help local communities with programs/projects and conduct familiarization tours for travel writers. We publish the Visitor guides that are printed and sent out, map and mail pieces, our beautiful calendars and the placemats that you see in many restaurants.

Without tourism and recreation, Montana could not maintain our current level of airline service—1/2 of all commercial airline passengers flying in & out of Montana are visitors.

Tourism and recreation is one of Montana’s largest industries. In 2005, over 10 million people visited Montana spending \$2.1 billion during their stay. Over 29,000 jobs are directly supported by nonresident travel, resulting in over \$531 million in total personal income for Montana residents.

In 2004, Park Co. collected \$592,573 in bed tax dollars and in the 1st 3 quarters of 2005, \$572,279 was collected.

In 2004, Sweet Grass Co. collected \$31,865 in bed tax dollars and in the 1st 3 quarters of 2005, \$26,729 was collected

That 4% means that **\$14,306,975.00** actually was spent on motel rooms in Park County in the 1st 3 quarters of 2005. Add to that, all the food, gasoline, souvenirs and other services that were purchased, and you have a tidy sum of money being spent in our towns.

On April 18th, 2006, Livingston/Park County will host the annual Yellowstone Country Board meeting at the Fly Fishing Museum. If you are interested in checking us out, please call Jerri at 222-8901.

UNEMPLOYMENT STATISTICS—January, 2006

	<u>2005</u>	<u>2006</u>
Gallatin County	3.7%	3.1%
Meagher County	7.0%	5.6%
Park County	5.5%	4.9%
Sweet Grass County	2.5%	2.2%
Montana	5.5%	4.9%

Montana ranked 13th in the US as having the lowest unemployment rates! Way To Go!